

I haven't been able to discontinue my phone service since December 28th or 29th. It's a long story but suffice to say when we changed our plan to more minutes no one told us that we were extending our service. We thought that we were going to just pay for the extra time we needed. Now this is only a small part. We also requested in person that our plan be changed in Dec. 2003 to the min. of 29.95 if they wouldn't let us discontinue our service. I am still getting bill for the earlier higher mins. plans because they said they have no record of us going in person to do this. This has been going since Dec. and now they want to charge me a 175.00 early termination fee. on top of everything else. I haven't used my phone since Dec. 03 I have since been using another service. I usually call or go in person once or twice a month to see if anything has been changed on this account. Same thing every month and they will not turn off my service unless I pay for Feb, thru June and will not change to lower pay plan unless I pay \$214.00. And If I don't do anything they will charge me \$175.00 on top of this. B. Wett